



Get account information 24 hours a day, seven days a week at www.sandiegochildsupport.org or by phone at 866-901-3212.

E-message
Fall 2012

Watch and Learn Child Support

The DCSS website features informational videos designed to educate and encourage participation from noncustodial parents (NCPs) in their child support cases. A set of videos focuses on “Going to Court” – before, during, and after. The videos are part of the DCSS’s efforts to reach out to NCPs and help them on the case process. To watch the videos, [click here](#) or go to www.sandiegochildsupport.org and select Video Information Series on the side menu. [Click here](#) for a Spanish-subtitled version.

You may also scan the Microsoft tag on the right with your Internet-enabled mobile device’s camera to watch the videos. Get the free mobile app at <http://gettag.mobi>.



Working Together

Have there been changes in your income since the support order was entered? Can you and the other parent agree on an amount for support?

Communication is the key to success! Agreeing to a support amount is the most effective way to make sure your child’s needs are met. Once you and the other parent have reached an agreement, come to the office together so we can turn your agreement into an order.

It’s never too late to participate!



Estimate Child Support Arrears Payment Schedule

An Arrears Payment Estimator is available on the DCSS website that allows a customer to estimate the pay-off amount and pay-off date for past-due balances. To use it, enter your past-due balances listed on your monthly billing notice. Adjusting the monthly payment shows how long it takes to pay off the balance. This is only an estimate and not intended as an accounting of your case.

[Click here](#) to open the tool directly in Excel.



Receiving Child Support Payments

You may elect to receive payments by direct deposit, Electronic Payment Card (EPC), or check. To set up a payment method, go to www.sandiegochildsupport.org and click on the Receiving Payments button or call 866-901-3212 (select “option 1”). To find out if a payment was made, click on the Payment History button or call 866-901-3212 (select “payment” option). Set up free, automated alerts of EPC deposits through your phone, email, or text message (cell phone carrier charges may apply) at www.eppicard.com.



Did You Know?

Establishing paternity is important. Paternity provides a child of unmarried parents the same legal rights as a child born to married parents.

Upcoming Office Closures

The San Diego DCSS offices will be closed to the public **Dec. 24 (Mon.) through Jan. 1 (Tue.)** due to the holidays. However, the Call Center will be open during this time except on Christmas Day and New Year’s Day. Regular business hours will resume on Jan. 2.

All County offices, including DCSS, will be closed on **Jan. 21, 2013 (Mon.) for Martin Luther King, Jr. Day** and **Feb. 18, 2013 (Mon.) for Presidents’ Day**.

The San Diego DCSS offices will be closed to the public **Feb. 12, 2013 (Tue.)**, due to the court holiday. The Call Center will be open.

Our Mission:

To enhance the lives and well-being of children and promote family self-sufficiency by establishing and enforcing support orders.

Office Locations:

Downtown Courthouse
220 West Broadway, San Diego, CA 92101
Open 7:30 am – 4:00 pm, Monday - Friday
www.sandiegochildsupport.org

North Central Family Resource Center
5055 Ruffin Road, San Diego, CA 92123
Open 8:00 am to 5:00 pm, Monday - Friday
(Accepts credit card payments only)

Vista Courthouse Complex
325 South Melrose Dr., Vista, CA 92081
Open 7:30 am to 4:00 pm, Monday - Friday
(Enter through Traffic Court Annex by 3:30 p.m.)